THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND COMPANY AFFAIRS (SHRI ANANDRAO VITHOBA ADSUL): (a) to (d) The information is being collected and will be laid on the Table of the House.

Harassment to pensioners by SBI branch, Katghar, U.P.

†2726. SHRI GANDHI AZAD: Will the Minister of FINANCE AND COMPANY AFFAIRS be pleased to state:

(a) whether Government have received the report regarding investigation of the complaints of harassment of pensioners, initiated in August, 2001 in the State Bank of India, branch Katghar in district Moradabad;

(b) if so, the details of the report and the action taken against the concerned officers;

(c) whether it is a fact that the bank administration is trying to hush up the matter by not pursuing it seriously; and

(d) if so, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND COMPANY AFFAIRS (SHRI ANANDRAO VITHOBA ADSUL): (a) to (d) State Bank of India (SBI) has reported that they have received report regarding complaints of pensioners against their Katghar Branch, District Moradabad (U.P.). On the basis of the report received, Zonal Officer, Bareilly have transferred Branch Manager, Shri S.C. Dhingra. Appropriate action has been taken against him. Shri Dhingra has been advised to improve his conduct in future and controlling office is having a watch on his functioning.

The bank has taken prompt action on this issue and considerable improvement has taken place during the tenure of new Branch Manager. Recently, the new Branch Manager, Shri Kapoor has been honoured by the pensioners for rendering high degree of customer service to pensioners and maintaining a personal touch with the customers.

†Original notice of the question was received in Hindi.